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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/656,870	09/08/2003	Erich Drobek	1454.1485	8106

21171 7590 01/25/2007  
STAAS & HALSEY LLP  
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1201 NEW YORK AVENUE, N.W.  
WASHINGTON, DC 20005

EXAMINER
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BUI, BING Q

ART UNIT	PAPER NUMBER
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2614

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
3 MONTHS	01/25/2007	PAPER

**Please find below and/or attached an Office communication concerning this application or proceeding.**

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

**Office Action Summary**

Application No.

10/656,870

Applicant(s)

DROBEK, ERICH

Examiner

Bing Q. Bui

Art Unit

2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 08 September 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-29 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☒ Claim(s) 21-29 is/are allowed.
- 6) ☒ Claim(s) 1,4-8,10-14 and 16-20 is/are rejected.
- 7) ☒ Claim(s) 2,3,9 and 15 is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 08 September 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some \* c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO/SB/08)
- Paper No(s)/Mail Date 9/8/2003 & 3/10/2004.

- 4) ☐ Interview Summary (PTO-413)
- Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_.

### DETAILED ACTION

1. Claims 1-29 are pending in the application for examination, wherein claims 1, 11 and 21 being independent.

#### ***Claim Rejections - 35 USC § 102***

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

3. Claims 1, 4-8, 10-14 and 16-20 are rejected under 35 U.S.C. 102(b) as being anticipated by Bateman et al (US Pat No. 5,884,032).

Regarding claim 1, referring to figures 1-3, Bateman teaches a method for managing data in automatic call distribution system, comprising a call center forwarding, a CTI instance for forwarding control and/or an interactive voice response unit as well as a customer database and an agent workstation, comprising:

transmitting caller data from the call center forwarding and/or the interactive voice response unit to the CTI instance (see figs 1-3; and col. 6, lns 1 – 60);

determining customer data from the customer database by the CTI instance on the basis of the caller data (see figs 1-3; and col. 6, lns 1 – 60);

formatting the customer data in a customer data document by the CTI instance, the customer data being formatted in accordance with an access level assigned to an agent having access to an agent workstation (see figs 1-3; and col. 6, lns 1 – 60); and

providing the agent with the customer data document through the agent workstation (see figs 1-3; and col. 6, lns 1 – 60).

Regarding claim 4, referring to figures 1-3, Bateman teaches the method in accordance with claim 1, wherein an access address is assigned to the customer data document, which address refers to an area of a working memory occupied by the customer data document, and the access address of the customer data document is transmitted to the agent workstation (see figs 1-3; and col. 6, lns 1 – 60).

Regarding claim 5, referring to figures 1-3, Bateman teaches the method in accordance with claim 1, wherein the customer data document is buffer stored in a working data memory, the working data memory is independent of the customer database, and the agent workstation accesses the customer data document from the working data memory (see figs 1-3; and col. 6, lns 1 – 60).

Regarding claim 6, referring to figures 1-3, Bateman teaches the method in accordance with claim 1, wherein the customer data document is created in a markup language, and the agent is provided with the customer data document from the agent workstation by a browser for the markup language (see figs 1-3; and col. 6, lns 1 – 60).

Regarding claim 7, referring to figures 1-3, Bateman teaches the method in accordance with claim 6, wherein the customer data document is created as an HTML document, and the browser is an HTML browser (see figs 1-3; and col. 6, Ins 1 – 60).

Regarding claim 8, referring to figures 1-3, Bateman teaches the method in accordance with claim 5, wherein the customer data document is created as a HTML document, the working data memory is a webserver, a URL address is assigned to the HTML document, and the URL address is transmitted to the agent workstation to provide the agent with the customer data document (see figs 1-3; and col. 6, Ins 1 – 60).

Regarding claim 10, referring to figures 1-3, Bateman teaches the method in accordance with claim 1, wherein the customer data document is provided to the agent independently from the customer database (see figs 1-3; and col. 6, Ins 1 – 60).

As to claims 11-14 and 16-20, they are rejected for the same reasons set forth to rejecting claims 1, 4-8 and 10 as referred to figs 1-3; and col. 6, Ins 1 – 60.

***Allowable Subject Matter***

4. Claims 2-3, 9 and 15 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

5. Claims 21-29 are allowed.

**Conclusion**

6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

The following patents are cited to further show the state of the art in general:

U.S. Pat. No. 5,546,455

U.S. Pat. No. 5,960,073

U.S. Pat. No. 6,477,559

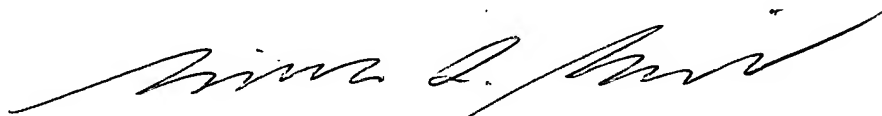
U.S. Pat. No. 6,724,869

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui, Tel. No. (571) 272-7482. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300 and for formal communications intended for entry (please label the response ☐EXPEDITED PROCEDURE☐) or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (571) 272-2600.

22 Jan 2007



BING Q. BUI  
PRIMARY EXAMINER